

## TECHNICAL EXHIBIT TE-3-CA FRESNO SERVICE CALL ANALYSIS FY 01

**PRIORITY DIST'N**

Priority	Pct.
EMERGENCY	3%
HOT/COLD	27%
URGENT	12%
ROUTINE	58%
100%	

**SERVICE CALL LABOR HR. DIST'N**

From	To	Pct.
	<=1	87.0%
>1	<=4	8.9%
>4	<=8	2.0%
>8	<=12	0.6%
>12	<=32	1.0%
>32		0.5%
		100.0%

**SERVICE CALL TRADE DIST'N**

Trade	# Calls	Pct.
HOT/COLD	1960	38.4%
ELECT	278	5.4%
LAMPS	1085	21.3%
MECH	327	6.4%
STRUCT	726	14.2%
PLUMB	557	10.9%
FIRE/SAFE	7	0.1%
KIT	132	2.6%
EXTERIOR	31	0.6%
5103		100.0%

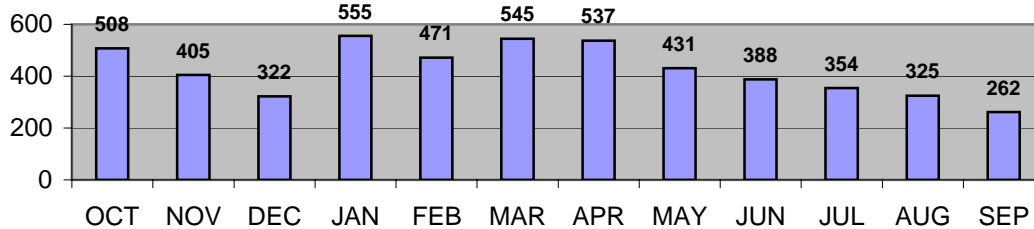
**CALL ISSUED**

Day	Pct.
SUNDAY	0.1%
MONDAY	21.4%
TUESDAY	22.6%
WEDNESDAY	22.9%
THURSDAY	17.6%
FRIDAY	13.3%
SATURDAY	2.1%
100.0%	

**AVG. # CALLS  
ISSUED/DAY**

20

**SERVICE CALL DIST'N BY MO**



An additional 200 service calls may be ordered to correct existing conditions costing less than \$500 in labor and materials identified during the Phase-In inspection at no additional cost to the Government.